



The Parks Medical Practice

Newsletter

PPG

Blisworth – Roade – Hanslope – Grange Park

Summer 2022

Welcome to our Summer Newsletter

Please read on for new team member updates, tips for summer, details of local support groups and coffee mornings, social prescribing team updates, flu vaccinations and much more...

Follow us on Facebook

Please search for The Parks Medical Practice and follow us for regular updates.



We regularly post information such as site closures, telephone problems and much more on our Facebook page, along with helpful NHS and Wellbeing information.

Are your contact details up-to-date?

If you change your contact details such as your telephone number, please let our receptionists know ASAP so we can ensure your record is updated.

We are increasing the use of text messaging to reduce the amount of letters we send, saving NHS funds so it's important we have the right contact details for you.

Have an appointment booked you can no longer attend?

Please let us know as soon as possible as there may be someone who is in urgent need of an appointment.

During July 2022, 171 patients Did Not Attend (DNA'd) their appointment.

That equates to 35 hours of clinical time with doctors, nurses and healthcare assistants wasted.

Don't be a DNA – please let us know

Surgeries www.theparksmedicalpractice.co.uk

Park Slope Surgery

32 Stoke Road
Blisworth
Northants
NN7 3BT
01604 878000

Roade Surgery

16 London Road
Roade
Northants
NN7 2NN
01604 863100

Grange Park Surgery

Wilks Way
Grange Park
Northants
NN4 5DW
01604 434747

Hanslope Surgery

1 Western Drive
Hanslope
Bucks
MK19 7LA
01908 510230

Phone Line Tips

Our phone lines are busiest at 8:00am when we first open.

If you are calling with a general, non-urgent query, or for test results, please wait and call us late morning or early afternoon – this will free up the phone lines for patients who are calling for an urgent same-day appointment.

Practice Team Update

We have welcomed the following staff in the last few months:

Nicky Sutton – Nursing team – based at Roade surgery

Lucinda Offa-Jones – Nursing team – based at Blisworth surgery

Chris Standham – Advanced Nurse Practitioner – based at Grange Park and Roade surgeries

We will also be welcoming the following GPs in August/September 2022:

Dr Patience Kuwornoo – based at Blisworth surgery

Dr Fariha Hussain – based at Roade and Grange Park surgeries

Our GP appointment structure is now 50:50 face-to-face appointments and telephone appointments. Of each type, half are pre-bookable and half are same day bookable. Most of our Nurse appointments are now face-to-face.

The GPC (General Practitioners Committee) recently published an article on the national GP situation and stated the following:

“GP workload and workforce GP practices across the country continue to experience significant and growing strain with declining GP numbers, rising demand, struggles to recruit and retain staff.

GP numbers are falling, with little increase in the overall number of GPs since 2015, and a significant decline in the number of GP partners over that time.

As shown by the latest GP practice workforce data, as of July 2022 we now have the equivalent of 1,857 fewer fully qualified full-time GPs compared to September 2015. This means the NHS has lost the equivalent of 51 full-time fully qualified GPs compared to the previous month (June 2022). This is despite the promises by the Government of an additional 6,000 GPs by 2024.

At the same time, the number of GP appointments remains high, with the July total of 26 million, of which 44.3% were same day appointments.”

Covid-19 Vaccination Clinics



Our Covid-19 vaccination clinics have now finished to give our staff and volunteers a well-earned rest. We will be looking to restart in September 2022 (deliveries permitting) with our care homes and housebound patients first

Thank you to all who have helped make the clinics so successful.

Patients can still book a Covid-19 vaccination at one of the local vaccination centres by calling **119** or booking **online** by visiting:

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

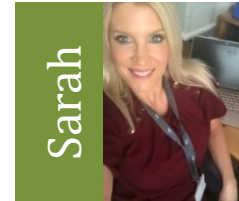
Are you struggling?

We have the time to listen

Meet the Team



We are the '**Social Prescribing Team**' for your surgery and are here to listen and help with '**what matters to you**', whatever that may be.



An update from Sarah, one of our Social Prescribers:

Jackie Power has recently joined our team and we have another new recruit joining soon, so we are excited to have a full team again having had Andy and Barbara move on to pastures new!

We have been running 4 weekly workshops on bereavement support and anxiety management for patients at Wootton Community Centre, which have been a great success! We also offer a Coffee & Connect group at Wootton Community Centre allowing patients to connect with others locally and have a safe space to talk about anything they want to – there are always Social Prescribers available to talk to there too. If you are interested in joining a workshop or coming to the Coffee & Connect group, please ask to speak with a Social Prescriber over the phone first, and we can refer you into our groups.

We continue to take referrals from clinicians, reception staff, and self-referrals. We support many issues including loneliness, anxiety, low mood, bereavement, debt, addiction signposting and support for carers and their families. This list is not exhaustive so if something is bothering you, enquire with us and we can support you or direct you to the right services.

The Cancer Support and Carers Groups

The Cancer support group meets on the third Monday of the month at 8pm for those suffering from, or helping someone, with cancer.

The Carers group meets on the fourth Wednesday of the month at 10.30am, for everyone who is looking after a relative or friend in need.

Location ~ Hanslope Church kindly allows us to use the coffee area for our meetings. There is a friendly and informal atmosphere.

Please feel free to come along for a cup of tea or coffee (Covid restrictions permitting) and a chat with those who understand and want to help.

Road 'drop in' coffee mornings



Coffee Mornings are hosted by St Mary's in the church hall on the first Monday of each month from 10.00am - 12.00pm. Come along and enjoy the free café style atmosphere with refreshments, and time to catch up with friends.

A wide variety of organisations attend the coffee mornings and provide information, help and practical support. Check the village notice boards and St Mary's Facebook page or St Mary's website (www.stmarysroade.com) for details

For those who have difficulty getting to the hall, lifts can be arranged. Please contact Peter Edwards on 01604 861370 by midday of the preceding Friday.

Northamptonshire Carers' Monthly Drop-In at The Blisworth Baptist Chapel Coffee Morning

Northamptonshire Carers is a registered charity supporting unpaid Carers around the county.

As part of this support, and at the invite of the Parks Surgery PPG, a member of the Northamptonshire Carers staff attends the **Coffee Morning** on the **3rd Tuesday of each month** at **The Baptist Chapel in Blisworth**. They provide information and advice which includes:

- **A listening ear and emotional support**
- **Signposting and referral to other organisations**
- **Access to Carers' assessments/personal budgets**
- **Peer support**
- **Access to Carers' sitting services**
- **Carers' Support Line**



Other services provided by Northamptonshire Carers in the area include:

- **Carers' Support Group in Towcester**
- **Carers' Lunch Club at Greens Norton**

See below for further information on these services.

If you would like to know more about any of these services or to discuss your own caring situation, please drop in and see them at the Coffee Morning or contact them on:

Carers Support Line: **01933 677 907 option 2** – open Monday – Friday 9am – 4pm

Email: carers@northamptonshire-carers.org

Website: www.northamptonshire-carers.org

Northamptonshire Carers Towcester Carers' Support Group

Coffee morning – come and join us!

When: 2nd Wednesday of every month, 10am – 12 noon

Where: Saracens Head Hotel, 219 Watling Street, Towcester, NN12 6BX

For more information:
01933 677 907 option 1
admin@northamptonshire-carers.org

Carers' Lunch in South Northants

Do you look after someone, feel isolated and would enjoy the company of others in a similar situation?

The Carers' Lunch Club (charge applies) is a chance for carers to meet in a relaxed and safe environment to offload and discuss their issues with other Carers in similar circumstances.

Carers can bring along the cared for person - avoiding the need to obtain sitters.

We meet on the 3rd Thursday of each month at Greens Norton Community Centre, Towcester Road, Greens Norton, NN12 8BL

Booking is essential – contact Jenny Osborne on 01933 677 907 option 1 or jennyo@northamptonshire-carers.org

About Kieron Tanner – our Advanced Paramedic

“My early career saw me working in education and social care with children and young people with communication difficulties and other disabilities. I joined the Ambulance Service in 1999 and trained as a traditionally trained ambulance technician, and then paramedic, before embarking on a higher education pathway in 2004, which at that point was a very new venture for paramedics. I completed both my BSc and MSc whilst working full time, and in addition to many years spent working in emergency care, I have spent 5 years working in higher education, and the last 7 years in general practice working alongside the GPs, nurses and the ever-developing wider teams.

I work across the Primary Care Network and can be found at Grange Park Surgery on Mondays and Hanslope Surgery on Fridays. My role means that some of the patients on my list may be Roade or Blisworth based too.

My remit is to help with the ‘on the day’ calls. Because of the nature of my role here, many of the patients I will speak to are ‘acute presentations’ and given this, I have quite a high conversion rate from phone call to face-to-face, for example, you can’t look at someone’s ear over the phone!

Despite my comfort zone being face-to-face, I have adjusted well to covid procedures and have been pleasantly surprised to see just how many patients can be managed to their satisfaction, and sometimes preference, by the use of photos and a good history over the phone.

One example might be urinary tract infections in women; from a statistical point of view, the amount of women who think they have a UTI is very high (their suspicions are usually correct), so if they have what research has shown to be two or more classic symptoms of UTI for more than 2 days, it is usually safe and effective to start treatment immediately, and without seeing them, if they are feeling otherwise well.

Conversely, the statistics are poor for patients who think they have a chest infection. Seemingly only around 10% of patients who think they have a chest infection needing antibiotics usually do, so covid permitting, these are also a good group to see face-to-face to examine their chest and check their oxygen levels.

I see a broad range of ‘on the day’ concerns and am supported well by all of our GPs should I feel a case is unusual or more complex than I am comfortable with.”

Would you like to join the PPG?

We are always looking for new members to join our Patient Participation Group. We meet once a month (currently online), together with the Practice Manager and other medical staff to discuss ideas and ways to improve the service.

To find out more information, or if you would like to get involved, please contact the Practice Manager, Helen Halson, at h.halson@nhs.net who will pass on your details to a PPG member to discuss the group further.

Tips for Summer



Sun protection

Sunburn increases your risk of developing skin cancer. This can happen in the UK as well as abroad.



- Spend time in the shade between 11am and 3pm – this is when the sun is at its strongest in the UK from March to October
- Cover up with suitable clothing and sunglasses
- Use at least factor 30 sunscreen, and ensure you apply enough – adults should aim to apply around 2 teaspoons of sunscreen for your head, arms and neck, and around 2 tablespoons if you're covering your entire body while wearing a swimming costume
- Take extra care with children

If you do get sunburnt:

- Get out of the sun as soon as possible and cool your skin with a cool shower, bath or damp towel
- Apply aftersun cream or spray, such as aloe vera
- Drink plenty of water to cool down and prevent dehydration

For more information, please visit www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/

Hay fever

Hay fever is usually worse between late March and September when the pollen count is at its highest.

Some of the symptoms of hay fever include:

- Sneezing and coughing
- A runny or blocked nose
- Itchy, red or watery eyes
- Itchy throat, mouth, nose and ears



If you have asthma you may also experience a tight feeling in your chest, be short of breath, wheeze, and cough.

How to ease your symptoms of hay fever:

- Put Vaseline around your nostrils to trap pollen
- Wear wrap-around sunglasses to stop pollen getting into your eyes
- Shower and change your clothes after you've been outside to wash pollen off
- Keep windows and doors shut as much as possible.

Speak to your local pharmacy who can give advice and suggest the best treatments.

For more information, please visit www.nhs.uk/conditions/hay-fever/

Covid-19 Restrictions

Throughout the pandemic we have followed the specific NHS England guidance for Primary Care closely and our procedures have recently been updated.



Face Coverings are now optional in NHS premises. However, we may ask you to wear a surgical mask if:

- You or the member of staff have any respiratory symptoms
- You or the member of staff are particularly vulnerable to infection

Please respect our staff and patients who choose to wear a mask.

Thank you to the PPG and all the patients who have continually supported us throughout the pandemic.

Thank you!

Have you tried eConsult?



eConsult enables GP practices to offer online consultations to their patients. This allows patients to submit their symptoms or requests to their GP electronically, and offers around the clock NHS self-help information, signposting to services, and a symptom checker.

To use eConsult, visit our practice website homepage where you will see an eConsult link, this will then take you to a webpage where you can find self-help information and a form for you to fill in at your own pace and submit to the practice if you need their help/advice.

The practice reviews every eConsult and decides upon the right care for each patient. This may be a one-way message with advice or information, a telephone or video consultation or a face-to-face appointment. We can also determine whether you are best suited to speak to/see a doctor, nurse or pharmacist.

Visit our practice website at <https://www.theparksmedicalpractice.co.uk>

Flu vaccinations 2022/2023

Flu vaccination is now widely available in pharmacies, but we know that some of our patients would prefer to visit their local surgery for vaccination.

Due to vaccine wastage last year, we will be offering a much smaller number of appointments which will be available to our most vulnerable patients first.

In the UK most flu infections occur from late December to early February. We will be offering vaccination during October and November, to ensure that you are protected in time for the flu season.



Patients who are housebound or in residential care will be a priority. If you are housebound, please call us to book your home visit and reserve your vaccine.

Letters are currently being sent out to our most elderly/vulnerable patients and we will work our way down the age groups until all of our appointments are booked. Please do not call your local surgery to book a flu vaccination unless you have received a letter from us.

If you are unable to get an appointment with us for your flu vaccine, you can find details of local pharmacies who are offering flu vaccinations at the following website:

www.nhs.uk/service-search/pharmacy/find-a-pharmacy-nhs-flu-vaccine-service

Autumn Covid booster vaccinations

As at 4th July 2022, the Joint Committee on Vaccination and Immunisation (JCVI)'s view is that in autumn 2022, a Covid-19 vaccine should be offered to:

- care home (older adults) residents and staff
- frontline health and social care workers
- all those aged 65 years and over
- adults aged 16 – 64 years in a clinical risk group

At the time of writing, we do not have full details of the Covid vaccination plan for this autumn/winter, but we hope to start in September 2022 with our care home residents and housebound patients first, followed by small clinics at each of the four surgeries from October onwards, which will be invitation only.

Please note, these are approximate dates as we don't yet know when we will be receiving our deliveries, but we will contact patients as soon as we have more details.